



## Real People, Real Stories

### I got the best support at a tough time

Don had received a difficult diagnosis and dealing with it was affecting his work. Health Advocate helped line up doctors for second opinions, negotiated his uncovered medical bills, and also provided short-term counseling assistance to help him with coping strategies.

**We can help.**

**Call us today!**



**866.799.2728**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

#### **We're here when you need us most**

Your Health Advocate benefit can be accessed 24/7. Normal business hours are Monday - Friday, from 8 am to 12 am (midnight), Eastern Time. Staff is available for assistance after hours and on weekends.

#### **There is no cost to use our service**

Your employer or plan sponsor offers your Health Advocate benefit at no cost to you.

#### **We're not an insurance company**

West's Health Advocate Solutions is not a direct medical care provider, and is not affiliated with any insurance company or third party provider.

#### **Your privacy is protected**

Our staff carefully follows protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.

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# Welcome

## Full Time Employee Health Advocate Benefit

Health Advocate is a service provided at no cost to you, by your employer or plan sponsor. It can help you and your eligible family members resolve healthcare and insurance-related issues, and better balance your work and life—all through a single, toll-free number.

**We look forward to serving you!**



**HealthAdvocate**



# Welcome

This helpful guide provides an overview of Health Advocate and its many services. If you have questions or need assistance, **simply call the toll-free number for prompt support.**

## We are here to help you

**During your first call, you will be assigned a Personal Health Advocate who will begin helping you right away.**

Personal Health Advocates are typically registered nurses, supported by medical directors and benefits and claims specialists. They'll help cut through the red tape and assist with complex conditions, find specialists, address eldercare issues, clarify insurance coverage, work on claim denials, **and get to the heart of your issue.**

## Who is covered?

Health Advocate is available to eligible employees, their spouses or domestic partners, dependent children, parents and parents-in-law.



# Health Advocacy

With Health Advocate, you have unlimited, confidential access to a Personal Health Advocate, who can get to the bottom of a wide variety of healthcare and insurance-related issues, no matter how long it takes.

### Your Personal Health Advocate can help:

- **Find the right doctors and hospitals;** schedule tests, appointments; secure second opinions
- **Explain benefits coverage** and health conditions; research the latest treatments
- **Resolve billing and claims issues;** locate eldercare services

# EAP+Work/Life

Your Employee Assistance and Work/Life benefit provides confidential access (in person, by phone or secure video) to Licensed Professional Counselors, for help with a wide range of personal issues. You also have access to Work/Life Specialists for help achieving a better work/life balance. In a crisis, emergency help is available 24/7.

### Get help 24/7 with personal, family and work issues:

- **Grief, loss, depression;** relationship issues, divorce; new baby, adoption, eldercare; addiction, eating disorders, mental illness
- **Financial and legal issues,** retirement, identity theft



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